GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

UNSTARRED QUESTION NO:819
ANSWERED ON:05.03.2007
CONSUMER COMPLAINTS
Dhanaraju Dr. K.

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether a large number of complaints from Consumers have been received by the Consumer Grievances Cell during the years 2005-06 and 2006-07;

(b) if so, the details thereof till date, State-wise;

(c) the number of complaints disposed of by the Consumer Grievances Cell during the said period; and

(d) the action taken to redress the pending grievances of the consumers?

Answer

THE MINISTER OF STATE IN THE MINISTRY OF AGRICULTURE AND THE MINISTER OF STATE IN THE MINISTRY OF CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION (SHRI TASLIMUDDIN)

(a) to (c): Yes, Sir. A statement showing State-wise number of consumer complaints received and disposed of during the years 2005-2006 and 2006-2007 (up to 31.01.2007) is given at Annexure.

(d) : All the complaints received by Consumer Grievances Redressal Cell (CGRC) are promptly forwarded to the Consumer Coordination Council or to the concerned manufacturers, companies etc. for redressal of the grievances of the consumers. The services of the Consumer Online Resources & Empowerment Centre (CORE), National Consumer Help Line and VOICE are also utilized by the Government for the purpose of redressal of consumer complaints. CGRC is also sending reminders to CORE etc in respect of pending complaints. CGRC does not have statutory powers. Therefore, CGRC and CORE have been advising consumers to approach consumer fora or consumer Courts which have been established under the Consumer Protection Act for settlement of unresolved complaints.

Annexure

STATEMENT REFERRED TO IN REPLY TO PARTS (a) to (c) OF LOK SABHA UNSTARRED QUESTION NO.819 FOR 05/03/2007 REGARDING CONSUMER COMPLAINTS

Statement showing the No. of Complaints received during the years 2005-06 and 2006-07 and number of Complaints disposed of by the Consumer Grievances Redressal Cell during the years 2005-06 and 2006-07 till 31st Jan 2007

S. No.	Name of the State/UT	No. of Complaints Received		No. of Complaints Disposed of	
		2005-06	2006-07 till 31st Jan 2007	2005-06	2006-07
1.	Andaman & Nicobar Island	0	2	0	0
2.	Andra Pradesh	245	344	65	55
3.	Arunachal Pradesh	0	8	0	2
4.	Assam	99	109	7	11
5.	Bihar	91	116	12	10
6.	Chhattisgarh	60	95	26	11

7 Delhi	3979	3414	658	715
8. Goa	22	5	1	1
9. Gujrat	452	410	17	18
10. Haryana	632	821	78	95
11. Himachal Pradesh	45	40	6	6
12. J & K	21	28	2	4
13. Jharkhand	91	108	17	9
14. Karnataka	485	527	71	59
15. Kerala	120	121	47	31
16. Madhya Pradesh	248	389	56	33
17. Maharastra	1543	1419	165	104
18. Manipur	8	9	0	2
19. Meghalya	15	17	1	2
20. Mizoram	3	1	0	1
21. Nagaland	7	4	0	0
22. Orissa	89	137	21	18
23. Pondicherry	7	3	0	0
24. Punjab	497	435	67	72
25. Rajasthan	263	346	74	46
26. Sikkim	1	3	0	0
27. Tamil Nadu	378	333	56	55
28. Tripura	0	3	0	1
29. Uttar Pradesh	914	1095	46	44
30. Uttrachal	66	81	2	4
31. West Bangal	715	627	29	20
32. Others	8	58	2	3
Total	11104	11108	1526	1432

Grand Total	22212	2958